ADMIN: UPGRADED

HOW TO USE AI IN EXECUTIVE SUPPORT

BY AMY LESTER

WHY AI?

Okay, so picture this: you're juggling a dozen tasks at once (as always). You're trying to schedule meetings, answer emails, and keep up with endless to-do lists. Sound familiar?

That's where AI can really lend a hand and lighten the load. Think about it – with AI by your side, you can kiss goodbye to those mind-numbing, repetitive tasks that eat up your time and leave you feeling uninspired.

From managing your calendar with ninja-like precision to sorting through your inbox like a seasoned detective, AI tools are like having YOUR very own personal assistant on standby 24/7. And with the magic of automation and AI, you can set it and forget it, freeing up your brain space for more important stuff like brainstorming ideas or plotting world domination!

So, why wouldn't you let the technology do the heavy lifting for you?

Trust me, your sanity (and your boss's sanity) will thank you later.

WHY DO WE WORRY?

I know as Executive Assistants and Virtual Assistants, we've all been slightly worried about AI for a few or maybe all of the reasons below.

Job Displacement: The number one fear for EAs and VAs is that AI technologies could automate tasks traditionally performed by you and me, leading to job displacement. There's a concern that AI could replace certain administrative roles altogether, leaving professionals without employment opportunities.

Lack of Control: Some administrative professionals worry about losing control over their work processes and outcomes when AI is involved. They worry that AI could make mistakes or decisions that they cannot anticipate or influence. It means EAs and VAs can never fully disengage from these tasks.

Skill Obsolescence and Job Redefinition: With the rise of AI, there's a concern that the skills and expertise that administrative professionals have developed over the years may become obsolete. As AI technologies automate certain tasks, there's a fear that administrative roles may undergo significant changes or be redefined. I know there is a big concern about the ability to adapt to new technologies and remain relevant in the workforce (and I'm hoping I can help with that!)

Loss of Human Interaction: Administrative professionals often play a crucial role in providing personalised support and assistance to clients and colleagues. There's a fear that increased reliance on AI could lead to a loss of human interaction and connection in the workplace (more on this later).

Uncertainty about the Future: Lastly, there may be a general sense of uncertainty about the future implications of AI on administrative roles and the workplace as a whole. As EAs and VAs, it's normal to feel anxious about the unknown consequences and challenges that AI adoption may bring.

BUT WE DON'T HAVE TO WORRY…

Our Complementary Role: AI is designed to augment human capabilities rather than replace them entirely. Administrative professionals can leverage AI tools to automate repetitive tasks, streamline processes, and focus on higher-value activities that require human judgment, creativity, and emotional intelligence.. I'm going to show you how.

Increased Efficiency and Productivity: AI technologies can help EAs and VAs work more efficiently by automating time-consuming tasks such as data entry, scheduling, and document production and management. This allows professionals to allocate more time and energy to strategic thinking, problem-solving, and building relationships. These are all skills that require a "human" quality and make YOU

Skill Enhancement: Rather than making existing skills obsolete, the integration of AI into the workplace presents opportunities for EAs and VAs to acquire new skills and knowledge. Training programs and professional development initiatives can help professionals adapt to AI technologies and stay relevant in the evolving job market (and that's why you're here!).

Job Creation and Transformation: While AI may automate certain tasks, it also has the potential to create new job opportunities and transform existing roles. Administrative professionals can play a key role in implementing and managing AI systems, ensuring their effective integration into business operations.

Human Touch and Empathy: EAs and VAs bring unique qualities such as empathy, communication skills, and problem-solving abilities to their roles, which cannot be replicated by AI. These human qualities are particularly valuable in tasks involving customer service, relationship management, and decision-making.

Job Satisfaction and Fulfillment: By delegating repetitive tasks to AI systems, EAs and VAs can experience higher job satisfaction and fulfilment by focusing on tasks that align with their skills, interests, and career goals.

Hakuna Matata.

EXAMPLES OF AI

...THAT YOU PROBABLY DIDN'T REALISE WERE AI

A lot of the time, we're afraid of the unknown.

That's 100% true when it comes to AI.

A lot of people think it means we're going to be talking to robots all day.

BUT I'm pretty sure you've been using AI already and not even realised...

Check out some examples below:

- Gmail Smart Compose
- Virtual Assistants like Siri, Google Home and Alexa
- Email Spam Filters
- Streaming Service Recommendations
- Google Maps and Waze
- AutoCorrect and Predictive Text
- Virtual Customer Support Chatbots

How many of these have you used today?

WHAT TO USE IT FOR.

So now that I've convinced you that AI isn't coming for our jobs (not yet anyway), how can you utilise its capabilities to make you even more of a kick-ass, bad-ass EA or VA?

Calendar and Email Management: Start by using AI-powered tools for calendar management and email organising. Platforms like Google Calendar, Microsoft Outlook, and Gmail offer features such as smart scheduling, email prioritisation, and automatic email categorisation using AI algorithms.

Task Automation: Identify repetitive tasks in your workflow that can be automated using AI. For example, you can use automation tools like Zapier to create workflows that automatically perform actions such as sending follow-up emails, updating spreadsheets, or scheduling reminders. And everything can talk to each other, giving you time to have that coffee you've been trying to make since 8am.

Meeting Transcription and Summarisation: Use AI-powered transcription tools to automatically transcribe meeting recordings and generate summaries of key points and action items. Tools like Otter.ai offer accurate transcription services using AI algorithms.

Customer Support Chatbots: Implement AI-powered chatbots on your website or communication platforms to provide automated customer support and assistance. Platforms like Drift and Intercom offer chatbot solutions that can answer frequently asked questions and route inquiries to the appropriate team members.

Expense Management: Use AI-powered expense management tools to automate tasks such as receipt scanning, expense categorization, and reimbursement processing. Platforms like Expensify, Dext and AutoEntry offer features such as AI-based receipt recognition and automatic expense report generation (this is one of my faves!)

WHAT IS CHATGPT?

You've probably heard a lot about ChatGPT and how it's going to make copywriters redundant (which is not true). It's actually a fantastic tool for EAs and VAs, let me tell you more.

Instant Access to Information: ChatGPT provides EAs and VAs with instant access to a vast amount of information on various topics relevant to their job responsibilities. Whether it's scheduling meetings, managing emails, or researching topics for a presentation, ChatGPT can quickly provide relevant insights and recommendations, saving time and effort for the executive assistant.

Always Online: ChatGPT is available 24/7, allowing EAs and VAs to access assistance and information at any time, regardless of their location or time zone. This around-the-clock availability ensures that we can receive support and guidance whenever we need it, even outside of traditional office hours.

Custom Support: ChatGPT can be customised to cater to the specific needs and preferences of EAs and VAs. Whether it's creating custom workflows or providing tailored recommendations based on individual preferences, ChatGPT can adapt to the unique requirements of each executive assistant, providing personalised support and assistance.

CHATGPT PROMPTS

PROMPTS FOR CHATGPT TO GET YOU STARTED

- **Explain complex industry terminology:** "Explain the term [**example**] in simple language, assuming I don't know anything at all about it."

- **Prepare meeting agendas:** "Prepare a dynamic meeting agenda for a meeting about [**example**] with [**number of attendees**]. The meeting will be [**duration**] minutes. The objective of the meeting is [**example**]. Give it to me in a [**table format/list format**]."

- **Plan a Team Building Day:** "Create a schedule for a team building day for [**number of attendees**] from [**start time**] to [**end time**]. The main objective of the team day is [**example**]. Please include [**number**] of 30-minute breaks and a [**duration**] lunch break. This will take place [**example: at the office, off-site, in the city, or at a hired-out venue**] so please take this into account when planning."

- **Research & Recommendations:** "Can you give me some recommendations for [**cuisine**] restaurants in [**location**] that are suitable for a lunchtime business meeting?"

- **Calendar Management:** "ChatGPT, what's the quickest way to sync my calendar across multiple devices?"

- **Email Creation:** "ChatGPT, can you help me draft a professional response to a client inquiry regarding [**this topic**]?"

- **Tool Suggestions:** "ChatGPT, can you recommend a task management tool to help me stay organised that costs less than £[**number**] per month?"

- **Task Management:** "I'm overwhelmed with tasks, can you suggest a prioritisation strategy?"

- **Travel Arrangements:** "What are the essential items I should pack for a business trip to [**location**]?"

- **Document Creation:** "Can you help me generate a professional-looking report from my data?"

- **Meeting Preparation**: "ChatGPT, can you suggest icebreaker questions for an upcoming team meeting?"

- **Expense Management:** "Can you provide tips for creating an accurate expense report?"

- **Communication:** "What are some effective methods for drafting professional emails?"

- **Creative Workplace Ideas:** "What are some creative ways to celebrate team achievements in the office?"

WHAT'S NEXT?

AI presents an array of opportunities for EAs and VAs to enhance their productivity, efficiency, and effectiveness in their everyday work.

AI technologies can streamline tasks, automate processes, and provide access to valuable insights and recommendations, which support the role of an Executive or Virtual Assistant effectively.

AI is not here to take our role away from us, it's a tool that can empower EAs and VAs, elevating the strategic position within an organisation.

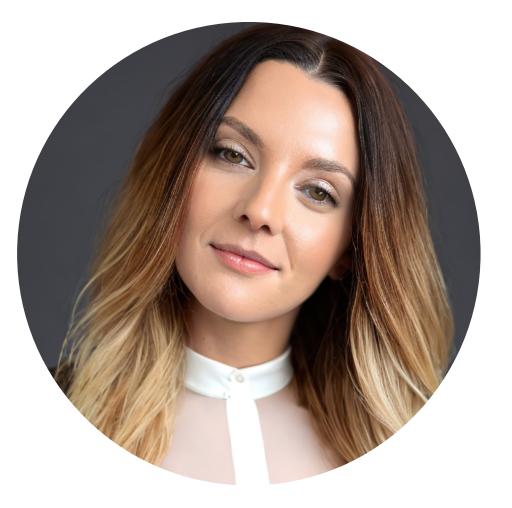By leveraging AI, there is more time to focus on higher-value tasks that require human judgment, creativity, and strategic thinking, thereby contributing to the overall success and growth of the companies and execs we support.

Executive and Virtual Assistants must embrace AI as a valuable ally in their journey towards greater efficiency, effectiveness, and success in their roles.

If you still need a little bit of support, I'd love to chat with you.

Good Luck!

Amy

THANK YOU
for purchasing this guide

Find me on linkedin: **www.linkedin.com/in/amyjanelester**

To find out more about what I do and how I can help you on your journey, follow the link below to my website or contact me at **amy@typingandtasks.com**

Amy Lester-